

DEPARTMENT OF SOCIAL SERVICES

CHILDREN'S DIVISION

P.O. BOX 88

JEFFERSON CITY, MISSOURI

December 13, 2005

MEMORANDUM

What's Inside:

- Communication With Special Needs Clients

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS,
AND CHILDREN'S DIVISION STAFF

FROM: PAULA NEESE, INTERIM DIRECTOR

SUBJECT: COMMUNICATION WITH SPECIAL NEEDS CLIENTS

REFERENCE: CHILDREN'S DIVISION

DISCUSSION:

The purpose of this memorandum is to inform staff of the procedures to follow when working with clients who may be deaf, hearing impaired, do not speak English, or those individuals with special needs who have difficulties making their service needs known.

When working with an individual who is deaf or hearing impaired it is important that they are made aware of available services to enhance communication. One service is **RELAY MISSOURI** which provides telephone services such as Text Telephone (1-800-735-2966) and Amplified Voice (1-800-735-2466). Children's Division workers are also able to use Sign Language Interpreter services when needed by following the Contracted Provider protocols found in the Child Welfare Manual (CWM) [Section 3, Chapter 5, Attachment D](#).

When working with individuals that have difficulty communicating in English or it is not their chosen language, a worker who is not fluent in the chosen language may need to obtain **INTERPRETATION SERVICES**. The Children's Division has contracted for these services and they are available by following Contracted Provider protocols in CWM [Section 3, Chapter 5, Attachment D](#).

Additionally, we have now posted information on our intranet which will help staff access contracted interpretive services. These contracts may be used to help staff communicate with non-English speaking clients and clients who are deaf or hearing impaired.

NECESSARY ACTIONS:

1. Please review this memorandum with all Children's Division staff.
2. All questions should be cleared through normal supervisory channels.

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CHILD WELFARE MANUAL REVISIONS:

[Section 3, Chapter 5, Attachment D](#)

Forms and Instructions

N/A

RELATED STATUTE:

[Chapter 210 RSMo](#)

ADMINISTRATIVE RULES:

N/A

COUNCIL ON ACCREDITATION (COA) STANDARDS:

G1.3.02

PROGRAM IMPROVEMENT PLAN (PIP):

PN/SC:js